

# *Telecounselling and E-Counselling*

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**With LAUREN CAPILL, B.A., M.T.S.**



# Telecounselling

## What is it?

- **Counselling over the phone**
- **Includes many of the same principles and approaches of other counselling modalities;**
- **Accessible, practical, suitable for many (not all) client groups; (individuals, couples, and some family counselling ie; parent/teen, .....**
- **Especially practical for individuals with mobility difficulties or visual impairments.**
- **Effectiveness?**



# Telecounselling

## How new is telecounselling?

- Is it really new or just evolving?
- It has its beginnings in Crisis lines, distress centres, hotlines, support lines, etc. which have been around for awhile
- Experiences with support lines? Crisis lines?
- Short term Telephone Counselling developed as the next step because of expressed need



# Telecounselling

## Client Profiles...

- All ages, backgrounds, educational levels
- Life is busy for everyone these days! Arriving home later; Client may travel for work.
- Telephonic counselling provides relief from driving time, babysitters, parking problems, schedule constraints.
- Not all client have easy access to transportation.
- Clients work schedules dictate appointment times. Demand is high for evening appointments (weekend appointments as well!).



# Telecounselling

## The nature of this sort of counselling...

- Shorter term clinical counselling approaches often work very well!
- Longer Term counselling? Discussion.
- The majority of calls deal with...
- Advantages & Disadvantages



# Telecounselling

## How is it different?

- Distractions are part of this picture (food frying, birds chirping, kids playing, door bell ringing, call waiting beeps, bath water running,) and yes, you can still respond to client needs!
- There are some client groups are not appropriate.
- A note about catchments areas.
- Use of computer during session? Note Taking?
- Tools of the Trade



# Telecounselling

## Intake Processes

- **Thorough! Importance of full name, address (apt#) as well as the names of the people they live with. Doctor's name and address if you have a client who is at risk of possible self harm.**
- **Screening for suitability. Risk? Comfort with modality. Individual, Couple?**
- **Know your skill level! Refer if necessary!**



# Telecounselling

## First Counselling Session

- Is this still a good time? Cell phone issues!
- Statement of Confidentiality/Reporting Obligations
- Client opportunity to speak balanced with screening questionnaires
- Goal setting with single client and two clients





# Telecounselling

## Record Keeping

- **Soft copy or hard copy?**
- **Similar guidelines to face to face counselling**



# Telecounselling

## Reporting Issues

- The usual way....
- Telephonic three way call reporting...
- Follow-up
- Referral Issues and referral resources



# Telecouselling

## Closing with Clients

- Future sessions/arrangements?
- Referrals?
- Evaluating your service.
- Messages?



# E-Counselling

## What is it?

- **Counselling using the computer as the medium of communication between client and counsellor**
- **Advantages**
- **Disadvantages**
- **Studies so far?**
- **Security Issues**



# E-Counselling

## Suitability and Screening

- Privacy Statements
- Contact Numbers and E-mail addresses



# E-Counselling

## First Counselling Response (suggested)

- **Statement of Confidentiality**
- **Overview of process; tone, items to include.**
- **Response to client**



# E-Counselling

## Scheduling of Sessions

- **Expectations for replies from counsellor**
- **Back up contact numbers (safety planning)**



# E-Counselling

## Computer Issues (for client and counsellor!)

- **Gathering enough information so that you have a clear understanding of the client and the issues.**
- **Tips**
- **Precautions**





# Telephone & E-Counselling

## Current Literature

- Telephone
- Counselling



# Telephone & E-Counselling

## Ethics

- OACCPP
- OAMFT
- Other professional bodies



# Telephone & E-Counselling

Most of us, swimming against the tides  
of trouble the world knows nothing  
about, need only a bit of praise or  
encouragement - and we will make the  
goal. ~Jerome Fleishman